



Matthew W. Gissendanner
Assistant General Counsel

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November 22, 2017

VIA ELECTRONIC FILING

Mr. Randall Dong, Esquire
Public Service Commission of South Carolina
101 Executive Center Drive
Columbia, South Carolina 29210

RE: Clinton Dixon v. South Carolina Electric & Gas Company
Docket No. 2017-331-E

Dear Mr. Dong:

SCE&G is aware that Mr. Clinton Dixon filed with the Public Service Commission of South Carolina ("Commission") on November 17, 2017, a demand letter dated September 14, 2017, that was addressed to South Carolina Electric & Gas Company's ("SCE&G") Claims Department and signed by Brandy G. Price, an attorney.

In that demand letter, Ms. Price indicates that she writes "on behalf of Mr. Clinton Dixon concerning the overcharges applied to his account in regards to his energy bill" and states that Mr. Dixon informed her that "he paid \$105.74 on September 11, 2017, and is now being charged an additional \$190.23 for the month of September, due on September 22, 2017." Ms. Price further states that unless SCE&G "elect[s] to credit Mr. Dixon's account the new billed amount with fifteen (15) days of your receipt of this letter," that she will "advise Mr. Dixon to bring a lawsuit against [SCE&G] for all appropriate remedies under all applicable state laws."

As an initial matter, Mr. Dixon has since initiated a legal proceeding by filing a complaint against SCE&G with the Commission, and in response SCE&G has filed a motion to dismiss, which is presently pending.

Based on the information provided in the demand letter, it appears that Mr. Dixon failed to inform Ms. Price that by statement dated August 28, 2017, he was billed \$414.61. That billing statement informed Mr. Dixon that he should pay his past due charges of \$295.97 by 5:00 p.m. on September 11, 2017, "[t]o avoid further credit action, which may include requiring a deposit and/or disconnection of [his] service." Mr. Dixon paid only \$105.74 of the \$295.97 in past due charges on September 11, 2017. By notice dated September 19, 2017, SCE&G informed Mr.

(Continued . . .)

Mr. Randall Dong, Esquire
November 22, 2017
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Dixon that if the remaining past due amount of \$190.23 was not received by 5:00 p.m. on September 22, 2017, his service was scheduled to be disconnected. A copy of the billing statement dated August 28, 2017, and the notice dated September 19, 2017, are attached hereto as Exhibits 1 and 2 respectively, with confidential customer account information redacted.

Based on the foregoing, there were no "overcharges" or "additional" charges applied to his account. Mr. Dixon simply failed to pay the past due amount on his August 28 billing statement in full on September 11.

I am providing a copy of this letter to Mr. Dixon and the South Carolina Office of Regulatory Staff.

Very truly yours,



Matthew W. Gissendanner

MWG/kms

cc: Clinton Dixon
(via U.S. First Class Mail w/ enclosure)
Dawn Hipp
Andrew Bateman, Esquire
(both via electronic mail and U.S. First Class Mail w/ enclosure)

Exhibit 1 Page 1 of 3

SERVICE FOR
CLINTON DIXON
525 ALCOTT DR APT 9F
COLUMBIA SC 29203-4424

ACCOUNT NUMBER

Page 1 of 3

TOTAL AMOUNT DUE
\$414.61

www.sceg.com

CUSTOMER SERVICE - 24 HOURS A DAY

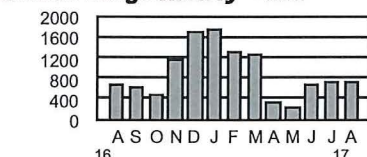
1-800-251-7234, toll-free

EMERGENCY SERVICE - 24 HOURS A DAY

Gas leaks, downed lines or power outages

1-888-333-4465, toll-free

AUGUST STATEMENT GENERATED ON:
Aug 28 2017

Electric Usage History - kWh

	Aug 16	Aug 17
kWh used	686	757
Avg regional temp	86	83
Days in billing period	30	30
Cost	\$101.67	\$114.20

For a complete set of tools to analyze your usage,
log on to sceg.com.

To view your account online, go to sceg.com and
enter the following activation code: XXXXXXXXXX

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

**Your account is Past Due**

PAST DUE AMOUNT + CURRENT CHARGES = TOTAL AMOUNT DUE
\$295.97 due 9/11/17 + \$118.64 due 9/18/17 = \$414.61

ACCOUNT NUMBER

XXXXXXXXXX

00000006392

16 N1

240206248

CLINTON DIXON
525 ALCOTT DR APT 9F
COLUMBIA SC 29203-4424

PO Box 100255
Columbia, SC 29202-3255

Please enter amount enclosed.

\$

Write account number on check and make
payable to SCE&G.

**SEE IMPORTANT NOTICE**

Your previous bill amount was not paid in full, and your account is now past due.

Steps You Should Take

1. Pay the "Past Due Amount" of \$295.97 so that we receive payment by 5:00 PM on 09/11/17.
2. Pay the "Current Charges" of \$118.64 so that we receive payment by 5:00 PM on 09/18/17.

Risk of Disconnection and/or Credit Action

To avoid further credit action, which may include requiring a deposit and/or disconnection of your service, your "Past Due Amount" and "Current Charges" must be received by the dates shown.

For more details about disconnection, your payment options and your rights, see important notice.

ACCOUNT SUMMARY

Previous Bill Amount	\$414.29
Payment Received 08/14/17 THANK YOU	-144.00
Adjustments	+ 25.68
Current Charges	118.64

Total Amount Due \$414.61

A late payment charge of 1.5% may be added to any balance remaining 25 days after billing.

SUMMARY OF CURRENT CHARGES

Electric Charges	\$114.20
Other Charges & Credits	4.44
Total Current Charges	\$118.64

N

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www.sceg.com

Payment Options

By Mail: Pay by check or money order in the enclosed envelope.

Online: Visit scceg.com to pay directly from your bank account or credit card.

By Phone: Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

Business Office :

NORTH COLUMBIA OFFICE, 3000 HARDEN ST, COLUMBIA SC 29203

Authorized Payment Agencies:

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

ALL SC AND NC WALMARTS

Unauthorized Payment Agencies:

Additional payment centers may exist in your area that are not SCE&G authorized payment locations. While these unauthorized locations may accept your SCE&G payment, they will charge a fee for doing so, and your payment will be delayed in reaching SCE&G.

Exhibit 1 Page 2 of 3

CUSTOMER SERVICE

1-800-251-7234

STATEMENT DATE

Aug 28 2017

ACCOUNT NUMBER

[REDACTED]

Page 2 of 3

TOTAL AMOUNT DUE

\$414.61

CURRENT CHARGES

Electric Charges

RATE PLAN

008 - Residential Service

METER READING

Electric Meter read on 08/24/17 at 11:05 am
(Next scheduled read date 9/25/17)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	KWH
001511521	7/25/17 - 8/24/17	30	91725 -	90968 X	1 =	757
Basic Facilities Charge						10.00
757 kWh X \$ 0.136440						103.29
Renewable Energy Resources						0.91
Total Electric Charges						\$114.20

Other Charges & Credits

Late Payment Charge	4.44
Total Other Charges & Credits	\$4.44

ADJUSTMENTS

Credit Late Payment Charge	-22.27
Account Balance Prepay	47.95
Total Adjustments	\$25.68

Considering rooftop solar for your home? Review our 10 questions that every consumer should ask before going solar. Learn more at www.sceg.com/solarbasics.

The SCE&G East Columbia business office at 7748 Garner's Ferry Road will relocate to 1213 Flora St. effective October 2, 2017. By combining our Garner's Ferry operations with our Flora Street operations, our customers can be better served at a newer, larger facility. There are several other service options available to you including secure online payments, mail, phone, and your local Walmart stores. Payment Options are located on your bill.

Exhibit 1 Page 3 of 3

www.sceg.com

CUSTOMER SERVICE

1-800-251-7234

ACCOUNT NUMBER

[REDACTED]

Page 3 of 3

STATEMENT DATE

Aug 28 2017

TOTAL AMOUNT DUE

\$414.61

Electronic check conversion. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

IMPORTANT NOTICE

90104

Past Due Amount - The previous bill amount was not paid in full, creating a "Past Due Amount" of \$295.97. This amount must be received by 5:00 PM on 09/11/17 to avoid further credit action, which may include requiring a deposit and/or disconnection of your service.

Current Charges - The "Current Charges" of \$118.64 must be received by 5:00 PM on 09/18/17 to avoid further credit action which may include requiring a deposit and/or disconnection of your service.

If service is disconnected, the total amount due forelectric and/or natural gas service, a reconnection fee, and a deposit may be required to restore your service.

Please use one or more of the following payment options:

- **ONLINE** at sceg.com (by credit card or directly from your bank account)
- **BY PHONE** using BillMatrix

To contact BillMatrix, call 1-800-450-9160. (There is a fee of \$3.50 per transaction which BillMatrix receives as the provider of this service.) Payments may also be made by mail or by visiting one of our business offices or payment agencies. For your protection, please do not mail cash or place cash in SCE&G's night deposit boxes.

If this notice does not agree with your records, or if you require assistance with payment options, please contact SCE&G immediately at 1-800-251-7234.

Before Service is Disconnected

1. You have the right to a personal interview with an SCE&G representative authorized to accept full payment or assist you in making other payment arrangements prior to disconnection. To arrange an interview, call 1-800-251-7234 between 8:00 AM and 5:00 PM Monday through Friday to reach an SCE&G representative at 220 Operation Way, Cayce, SC 29033.
2. Residential service will not be terminated from December 1 to March 31 if the customer, or a member of his household at the premises being served, furnishes SCE&G, no less than 3 days prior to termination or to the terminating crew at the time of termination, a certificate on a form provided by SCE&G and signed by (i) a licensed physician, stating that termination of electric and/or gas service would be especially dangerous to such person's health, and (ii) the customer, stating that he is unable to pay by installments. A certification expires 31 days after execution by the physician and may be renewed for an additional 30 days no more than 3 times.
3. If you are a residential customer enrolled in SCE&G's White Cross Plus+ Program, then service may only be disconnected in accordance with S.C. Code Ann. § 58-5-1110 and/or § 58-27-2510 et seq., as amended.
4. SCE&G works with its customers, including special needs customers, who require help from local agencies.
5. Call 1-800-251-7234 to have SCE&G investigate any dispute you may have concerning your service. The South Carolina Office of Regulatory Staff is available at 1-800-922-1531 to investigate and review any unresolved disputes between you and SCE&G.

Third Party Notification Program is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. **The third party is not responsible for paying the bill.** Call 1-800-251-7234 to enroll.



Exhibit 2 Page 1 of 2

SERVICE FOR

CLINTON DIXON
525 ALCOTT DR APT 9F
COLUMBIA SC 29203-4424

ACCOUNT NUMBER

Page 1 of 2

TOTAL AMOUNT DUE
\$308.87

www.sceg.com

CUSTOMER SERVICE - 24 HOURS A DAY
1-800-251-7234, toll-free

NOTICE DATE

September 19, 2017

Payment Options**Online:** Visit sceg.com to pay directly from your bank account or credit card.**By Mail:** Pay by check or money order using the enclosed envelope. Please do not pay by cash.**By Phone:** Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.**Business Office:** Visit an SCE&G business office located near you to pay in person. This is a free service.

NORTH COLUMBIA OFFICE, 3000 HARDEN ST, COLUMBIA SC 29203

Authorized Payment Agencies: Visit an authorized payment location near you to pay in person. This is a free service.

ALL SC AND NC WALMARTS

A late payment charge of 1.5% will be added to any balance remaining 25 days after billing.

Unauthorized Payment Agencies: Additional payment centers may exist that are not SCE&G authorized payment agencies. While these unauthorized agencies may accept your SCE&G payment, they will charge you a fee for doing so, and your payment will be delayed in reaching SCE&G.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT.



90202

262642929

CLINTON DIXON
525 ALCOTT DR APT 9F
COLUMBIA SC 29203-4424**FINAL NOTICE****▶▶▶ If the Past Due Amount of \$190.23 is not received by 5:00 PM on 9/22/17, your service is scheduled to be disconnected.**

Our records indicate an Important Notice was mailed to you with your bill. The important notice amount was not paid in full, creating a past due amount of \$190.23.

If service is disconnected, some or all of the following may be required to restore your service:

- the total amount due for electric and/or natural gas service,
- a reconnection fee, and
- a deposit amount of \$100.00.

Please use one or more of the following payment options:

- CASH • CHECK • MONEY ORDER • CASHIER'S CHECK
- ONLINE at sceg.com (by credit card or directly from your bank account)
- BY PHONE using BillMatrix

If this notice does not agree with your records, or if you require assistance with payment options, please contact SCE&G immediately at 1-800-251-7234. *Para mayor explicación acerca de este importante aviso, por favor llame a SCE&G y pida hablar con un representante en español.***Before Service is Disconnected**

1. You have the right to a personal interview with an SCE&G representative authorized to accept full payment or assist you in making other payment arrangements prior to disconnection. To arrange an interview, call 1-800-251-7234 between 8:00 AM and 5:00 PM Monday through Friday to reach an SCE&G representative at 220 Operation Way, Cayce, SC 29033.
2. Residential service will not be terminated from December 1 to March 31 if the customer, or a member of his household at the premises being served, furnishes SCE&G, no less than 3 days prior to termination or to the terminating crew at the time of termination, a certificate on a form provided by SCE&G and signed by (i) a licensed physician, stating that termination of electric and/or gas service would be especially dangerous to such person's health, and (ii) the customer, stating that he is unable to pay by installments. A certification expires 31 days after execution by the physician and may be renewed for an additional 30 days no more than 3 times.
3. If you are a residential customer enrolled in SCE&G's White Cross Plus+ Program, then service may only be disconnected in accordance with S.C. Code Ann. § 58-5-1110 and/or § 58-27-2510 et seq., as amended.
4. SCE&G works with its customers, including special needs customers, who require help from local agencies.
5. Call 1-800-251-7234 to have SCE&G investigate any dispute you may have concerning your service. The South Carolina Office of Regulatory Staff is available at 1-800-922-1531 to investigate and review any unresolved disputes between you and SCE&G.

Final Notice

PAST DUE AMOUNT

\$190.23 due 9/22/17

ACCOUNT NUMBER

TOTAL AMOUNT DUE

\$308.87PO Box 100255
Columbia, SC 29202-3255

Please enter amount enclosed.

\$

Write account number on check
and make payable to SCE&G.



Exhibit 2 Page 2 of 2

CUSTOMER SERVICE
1-800-251-7234
NOTICE DATE
September 19, 2017

ACCOUNT NUMBER



Page 2 of 2

TOTAL AMOUNT DUE
\$308.87

www.sceg.com

Provide current mailing address:

